

Cable Television Advisory Committee, Minutes, November 29, 2007

I. Call to Order.

The meeting was called to order by the chair, Jackie Hontz, at 7:15 p.m. in the Administrator's conference room, Administration Center, 1300 Courthouse Road.

II. Roll Call.

The following members were present: Jackie Hontz, Alicia Knight, Danielle Davis, Thomas Kimbrell and John Johnson. Also present were Marie Schuler and Tami Watkins of Comcast Communications; Alex Horwitz with Cox Communications; and Michele Lansford representing the County.

III. Presentations by the Public.

Larry and Monica Kelson (31 Montague Loop, Stafford, 22554) were present to enlist the committee's help to have cable run to their home and neighborhood. Ms. Schuler said the Comcast construction department would survey the neighborhood, and that she would have some information for the Kelsons by December 7th. Danielle Davis asked Ms. Schuler to keep her informed about developments on their behalf.

IV. Approval of Minutes.

Mr. Kimbrell moved, seconded by Mr. Johnson, to he minutes of the November 1, 2007, regular meeting, with minor revisions; the motion passed unanimously.

V. Members' Concerns.

Ms. Hontz asked Ms. Watkins for an update on the problems Mr. Don Head (2062 Aquia Drive) told the committee about at the November 1, 2007 meeting. Ms. Watkins said she had talked with Mr. Head about the issues he reported, as well as some additional construction-related problems. She said she will send Mr. Head a letter and also copy the committee.

Ms. Knight said Comcast customers have reported that technicians are failing to show up, and that specific appointment times are not being offered. Ms. Schuler responded that if someone requests immediate service (same day or next day) they have to be worked into the schedule when possible, which could mean any time during the day.

Mr. Johnson asked if the Comcast "triple play" was available. Ms. Schuler replied that it is being rolled out.

Ms. Davis asked Ms. Schuler if she had received the e-mail regarding Chris Hunter in the Twin Oaks Subdivision. Ms. Schuler said she will call Mr. Hunter with the results of a survey of his neighborhood, and will let the committee know the results.

VI. Agenda Additions.

There were no agenda additions.

VII. New Business.

Ms. Hontz reminded the two company representatives that the customer service reports they have been providing do not detail certain information required in the franchise agreements: specifically, Section 7.08 A2 relating to the number of seconds it takes for customer service personnel to answer a call and the number of seconds it takes to transfer the call to the person who can resolve the issue.

Ms. Knight commented that, based on the numbers in previous reports, it appears that neither company is in compliance with the requirements of their respective franchises.

Ms. Schuler said that Comcast's reports initially duplicated the format Adelphia used. She acknowledged that the committee had requested that Comcast and Cox work together to provide the same information in their customer service reports. She assured the committee that she would provide a revised report to them at the January 2008 meeting that does show the statistics they are requesting.

Ms. Hontz emphasized that the members want "real" data.

Mr. Horwitz said that the Cox customer service report he'll provide at the January 2008 meeting will also reflect the statistics required in Section 7.08 A2.

Closed Meeting: At 7:40 p.m., Mr. Kimbrell moved, seconded by Ms. Knight, to go into a Closed Meeting on the following item:

Legal: To discuss negotiation of the Cavalier Telephone franchise.
Section 2.2-3711 A7
Code of Virginia

The voting tally was:

Yea: (5) Hontz, Knight, Davis, Kimbrell, Johnson

Call to Order. At 8:20 p.m., the Chair called the meeting back to order.

Closed Meeting Certification: Mr. Kimbrell moved, seconded by Ms. Knight, to adopt proposed Resolution CM07-04.

The voting tally was:

Yea: (5) Hontz, Knight, Davis, Kimbrell, Johnson

Resolution CM07-04 reads as follows:

A RESOLUTION TO CERTIFY THE ACTIONS OF THE STAFFORD
COUNTY CABLE TELEVISION ADVISORY COMMITTEE IN A
CLOSED MEETING ON NOVEMBER 29, 2007

WHEREAS, the committee has, on this the 29th day of November, 2007, adjourned into a closed meeting in accordance with a formal vote of the committee and in accordance with provisions of the Virginia Freedom of Information Act; and

WHEREAS, the Virginia Freedom of Information Act, as it became effective July 1, 1989, provides for certification that such Closed Meeting was conducted in conformity with law;

NOW, THEREFORE, BE IT RESOLVED that the Stafford County Cable Television Advisory Committee does hereby certify, on this the 29th day of November, 2007, that to the best of each member's knowledge: (1) only public business matters lawfully exempted from open meeting requirements under the Virginia Freedom Act were discussed in the Closed Meeting to which this certification applies; and (2) only such public business matters as were identified in the Motion by which the said Closed Meeting was convened were heard, discussed, or considered by the committee. No member dissents from the aforesaid certification.

Chair Jackie Hontz thanked all the committee members for their hard work, diligence and unflagging enthusiasm for the past two years that enabled the County to adopt three new cable franchise agreements to provide a wide range of quality services for the citizens of Stafford.

VIII. Adjournment.

At 8:30 p.m., Mr. Johnson moved to adjourn the meeting and Ms. Knight seconded. The motion passed unanimously.